

Zachary A. Helm

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Bio: Currently attending Lynn University online to obtain my bachelor's in Aviation Operations. Served 4 years in the US Navy as a Master at Arms (Military Police). Able to speak basic Spanish (EU). Experience in team lead/management level leadership.

Work Experience

Part Time Manager

Office Depot, Jacksonville FL, 20 hours per week, November 2024 - present

Oversaw daily store operations as a leader on duty, including opening and closing procedures, cash handling, and ensuring compliance with security protocols. Provided exceptional customer service by assisting with product inquiries and resolving issues while maintaining store organization, cleanliness, and merchandising standards. Trained and guided team members on company policies, procedures, and sales techniques. Assisted with inventory control, including stocking, replenishing, and conducting inventory counts, while ensuring adherence to safety guidelines and loss prevention measures.

Customer Service | Mentoring | Team Leadership & Development | Operational Efficiency | Sales experience

Department Manager

Sportsman's Warehouse, Jacksonville FL, 40 hours per week, July 2024 – November 2024

Oversaw daily operations within my assigned department, to include the management of 7 employees, ensuring training compliance was met, and helped individuals with professional development. When the store manager was off shift, took on the role as Manager on duty and oversaw all store operations. Specialization in being able to sell over 100 credit cards to customers.

Customer Service | Mentoring | Team Leadership & Development | Operational Efficiency | Cross-Department Collaboration | Sales experience

Hunting Lead

Sportsman's Warehouse, Jacksonville FL, 40 hours per week, November 2022 – June 2023

Oversaw the employees in the hunting department. Prepared lawful transfer of firearms to customers. Supervised ensuring department remained clean and inventory was properly kept.

Customer Service | Mentoring | Leadership | POS System

Master At Arms (Military Police)

U.S. Navy, Jacksonville FL, 50-70 hours per week, July 2018 – July 2022

Trained as Military Police

Provided security for NAS Jacksonville, verifying ID's to ensure proper access was given to over 21,000 personnel. Conducted thousands of vehicle inspections and provided overall security for base events.

Enforced local, base, state, and federal law to the installation.

Worked as a Pass and ID technician for 1 year, position required running background checks and allowing or denying individuals access to the base under set base, local, state, and federal laws.

Worked as a TAO (Tactical Action Officer) providing aerospace security for the base from small UAS drones in the C-sUAS (Counter small Unmanned Ariel Systems) Division.

Military Experience | Security | Law Enforcement | DoD Experience | Customer Service | Aviation | Computer Skills | Administrative experience | Microsoft Word

Other Experience

Cashier/Bagger

Demoulas Market Basket, Rochester NH, 2016-2018

Education

Highest level of education:

Associate (Bachelor in May 2025)

Major in Aviation Operations

Lynn University, Boca Raton Florida, 2022-2025

A1 in Spanish

Instituto Hemingway Spanish School, Bilbao Spain, 2024

Master At Arms Training

USN, San Antonio Texas, 2018

Basic Seamanship

USN, Great Lakes Illinois, 2018

Certifications and Licenses

Secret Clearance | CPR Certification | First Aid | Driver's license | Boating License | Student Pilot License